

CARES Strategic Planning

- The Village Projects -

GOALS

- Support evolving business models of DWD, DHFS and local partners.
- Make systems more flexible and minimize competition for resources.
- Streamline administration by reducing complexity.
- Improve customer service for partners and customers.

NEW BUSINESS ASSUMPTIONS for INCOME MAINTENANCE and WORK PROGRAMS

- Work Programs and Income Maintenance (IM) Programs can be accessed independent of each other by the customer.
- TANF Employment Programs, including Child Care, are mandatory programs in Wisconsin's One-Stop Job Centers. The IM programs (MA and FS) are available through the Job Center at local option. DWD and DHFS encourage this option. Regardless, MA and FS will be available through many other local "doors" including mail-in and phone-in applications.
- The administration, funding, and strategic directions of the IM and work programs are diverging. Both DWD and DHFS have growing need to integrate their "CARES programs" with other programs in their respective departments.
- The de-linking of programs has lessened the need for tight system integration. Smaller, more flexible systems that share data are more beneficial than a single large system.
- The pursuit of a single case manager across all IM and work programs is no longer a goal. Most low-income customers in the state have, and will continue to have, specialized workers.
- The focus for good customer service is to collect only the data needed for requested programs - not all of the data that might be needed for all programs. Customer service also means sharing data across systems so that information already supplied does not have to be re-supplied.
- Statewide automation will continue, using the mainframe platform for processing, but with user interface being the Internet browser.

STRATEGIC DIRECTION



CARES will evolve incrementally into a "village" of connected systems.



The systems will share individual demographic data. DHFS and DWD will support some new common functions such as Web based self-screening and self-registration as well as Person Identification Number (PIN) clearance.



Most user functions and back-end functions will be maintained and enhanced to eliminate contentions between the "DWD house" and the "DHFS house".



Separation of functionality will be introduced incrementally beginning with a new CARES Case structure and Agency Administrative structure. New business projects such as Senior Care and Milwaukee W-2 Advisory Panel enhancements will be implemented in ways that implement the "village" design.